



San Bernardino County Women's Network

Annual Training Day – May 21, 2008

You Can't Escape Human Relations

*Sharon Lund O'Neil Presents Attitude in the Workplace**

A collaboration between the Executive Assistants' Forum and the County Women's Network

Sharon Lund O'Neil is a widely published author. In addition to her friendly writing style and practical advice, she has a common-sense approach to problem solving. Her human-relations cases, based on the corporate work environment, are popular with both trainers and educators.

As a frequent national speaker and facilitator on leadership and engaging teams, Sharon advocates the importance of "soft skills" - the human-relations skills that are so critical for building strong relationships. Sharon has been actively involved in many professional groups and has led several prominent national professional and education organizations. She holds a Ph.D. degree from the University of Illinois and is currently a professor at the University of Houston.

**See agenda for details*

May 21, 2008 / 8:30 am to 4:30 pm

San Bernardino Hilton, 285 E. Hospitality Lane

Cost (includes training, lunch and morning snack)

CWN Members: \$30 / **Non-CWN Members:** \$45

The following entrees are served with a green salad, fresh vegetables, rolls and butter and dessert

- A: Chicken Picatta (Grilled chicken breast with a zesty lemon and caper sauce, and mashed potatoes)
- B: London Broil Bordelaise (Served with a Red Wine and Mushroom Sauce, and mashed potatoes)
- C: Vegetable Lasagna (Lasagna noodles, vegetables, ricotta & mozzarella cheeses, topped with Alfredo sauce)
- D: Salmon Filet (Fresh salmon filet, grilled and served with a creamy dill sauce, and mashed potatoes)

Send check, made payable to CWN, to: PERC-San Bernardino, Attn: Leta Paul
Or send via U.S. Mail to: 295 E. Caroline Street, Suite D, San Bernardino, CA 92415

Payment must be received by Leta no later than Friday, May 9

*All lunches are pre-paid and pre-ordered.
No additional lunches can be ordered after the May 9, 2008 deadline.*

Please use one of the below links to our electronic registration sites:

Intranet: <http://countyline/>

Internet: <http://www.sbcounty.gov/cwn/>

Those of you without intranet/internet access may RSVP by e-mail to lpaul@hss.sbcounty.gov
or call Leta Paul at (909) 420-6451.

County Women's Network (CWN) & Executive Assistants' Forum (EAF)

Present

"Attitude in the Workplace"

Training Day – May 21, 2008

Proposed Agenda

Facilitator: Sharon Lund O'Neil, Ph.D., University of Houston

8:00a Check-in (Morning snacks will be available)

8:30-8:45 Who Are You ... Really?
You Can't Escape Human Relations!

8:45-9:15 *Happiness vs. Success: Is It a Choice?
Human Relations Can Make or Break You
When People Step on Your Attitude - Hold onto Your Positiveness

9:15-10:30 How Do You Rate Your Emotional Intelligence?
What's Your Style & Why Is It Important to Identify It?
Managing Stress, Frustration, and Aggression

10:30-10:45 Break

10:45-11:45 *How Successful Are You at Getting Along (& Working) with Others?
Understanding Others: Their Styles, Strengths, & Weaknesses
Generation Gaps and Attitude Factors - Five Generations at Work
Restoring Injured Relationships - Maximizing Relationships

11:45a-1p Lunch

1p-1:45 Getting to the Heart of the Matter ... Core Values
Avoiding Six Common Human Relations Mistakes
Absenteeism Can Damage Relationships

1:45-3 *Team Building Essentials
Secrets for Team Success that Every Team Member Should Know
Your Success as a Team Player

3-3:15 Break

3:15-4 Unleashing Your Star Power
Goal Setting for Satisfaction & Productivity
Succeeding in a New Job Assignment

4-4:30 *Does Your Job Get in the Way of Life?
Commitment Factors that Have Meaning
Your Attitude Is Your Most Priceless Possession

*Group Activities